

Fraud Alarms System User Manual



Contents

Introduction	2
1. Termination alarms.....	3
2. Origination Alarms	4
3. Check and create exceptions	5
4. Upload exception files by batch for each method.....	8
5. Monitor uploaded exception files.....	8
6. Change your password.....	9

Introduction

* How to get the application:

go to <http://cif.convergia.com>



click icon Fraud Alarm System

* Log in

Put your username and password, choose your Profile, click Login.

Login

Username:

Password:

Profile:

Login

1. Termination alarms

A. Check daily critical alarms for termination traffic per carrier per route



menu-> click termination alarms ->tab critical alarms

Menu > Termination Alarms

Technical Support: ISOPS_Support@convergencia.net

Critical Alarms | Warning Alarms

Q- [Go] [Actions]

Status = 'CLEAR'
 Status = 'ACTIVE'

Edit	Alarm Group Id	Status	Orig Date	Call Exit Carrier	Term Carrier	Egr Route	Cost	Duration	Qty Calls	Clear Date	Lv.	Rem.	Email	Action
	584420	ACTIVE	24-FEB-2016	VEMO/V_CCS	Movinet Caracas	Venezuela-Mobile Movinet-IDDD-Flat	\$4,079.14	26,855	4,813	-	1	20		<input type="button" value="Clear"/>
	583607	ACTIVE	24-FEB-2016	VEMO/V_CCS	Movinet Caracas	Venezuela-Mobile Movinet Caracas-IDDD-Flat	\$1,388.90	9,183	1,621	-	2	4		<input type="button" value="Clear"/>
	586856	ACTIVE	24-FEB-2016	COSISA_MIA	SISTEMAS SATELITALES COLOMBIA SA	Peru-Mobile Claro-IDDD-Flat	\$148.43	7,895	16,231	-	1	2		<input type="button" value="Clear"/>

B. check the history of same carrier same alarm

click on pen logo to open

C. clear termination alarm

click on button "clear" to clear alarm in order not receiving alarm email for current day and the alarm will be still issued next day if alarm still happening

D. check warning alarm-->click warning alarms tab

Critical Alarms | **Warning Alarms**

Call Exit Carrier:

Term Carrier:

Egr Country: -- Select an Egress Country --

From: To:

ALARM_QUEUE_ID	CALL_EXIT_CARRIER	Term Carrier	EGR_ROUTE	INSERT_DATE	CALLS	COST	ROUNDED_DURATION	THRESHOLD_VALUE
575293	ESAVSTELM_MIA	AVyS Telecom S.L. Wholesale	Chile-Santiago-IDDD-Flat	27-JAN-2016	235	15.836	1053.3026	9.6867
575295	USGO2TEL_MIA	GO2TEL Wholesale	Chile-Santiago-IDDD-Flat	27-JAN-2016	586	23.191	4452.6523	9.6867

2. Origination Alarms



menu-> click Fraud Critical alarms -> tab Critical Alarms

A. Check daily critical alarms for origination traffic per customer per service

Critical Alarms
Warning Alarms

Year:
Month:

Status = 'ACTIVE'

Status = 'CLEAR'

Status = 'CLEAR'

Status = 'ACTIVE'

Edit	Alarm Id	Status	Orig Date	Client	Service	Method Detection	Office	Clear Date	Lv.	Rem.	Email	Action	Exc
	2831749	ACTIVE	20-FEB-2016	17804849124	PIC	Usage-Patterns	CA	-	1	0		<input type="button" value="Clear"/>	
	2830096	ACTIVE	19-FEB-2016	15145269177	PIC	Usage-Patterns	CA	-	1	0		<input type="button" value="Clear"/>	

B. check the history of same carrier same alarm: click on pen logo to open

C. clear origination alarm

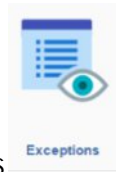
click on button "clear" to clear alarm not receiving alarm email for this customer for this service; and temporary exception and new pattern will be created; and alarm will be issued when reach limit of new pattern created.

D. check warning alarm-->click Warning Alarms tab

Access_id
 Service -- Select a Service --
 Office -- Select an Office --
 Method Detection -- Select a Method Detection --
 From To

Insert Date	Access Id	Service	Method Detection	Calls	Office	Threshold Value	Mins	Cost	Route Det
22-FEB-2016	14504370301	1010-CA	Usage-Patterns	1	CA	4.76	14	£8.98	
22-FEB-2016	14167594906	PIC	Usage-Patterns	7	CA	2.98	112	£3.97	

3. Check and create Exceptions



Menu-> click Fraud Critical alarms

A. check exception

Put Access ID in search field and click on button go.

- Exception Type = 'Blocked-Destinations'
- Exception Type = 'High-Risk-Destinations'
- Exception Type = 'Simultaneous-Calls'
- Exception Type = 'Usage-Patterns'

Access Id	Service	Office	Exception Type	Route	Value	Requested Date	Expiration Date	Requested By
15146705359	DIGITAL-LINE	Canada	Simultaneous-Calls	-	15.00	19-FEB-2016	-	ISOPS.Mediation@convergia.net

B. create exception

Click on Button Create

Exception Type: Method of Fraud Evaluation that we need to create for exception.

Access-ID: Service Identification (e.i.: ANI, PIN, Trunk, etc)

Service: Service provided to be excepted.

Office: Convergia Location

Expiration-Date: When This exception is expired or until when is Valid. No info means No Expiration.

a. High-Risk-Destinations

Add/Edit Exceptions


Exception Type

Access Id

Service

Office

Value

Expiration Date 

Comments

Exception High Risk Route

Value: Upper Threshold of total Termination Cost value per day & Access-ID; Based on US dollars.

Exception High Risk Route: High risk destination Route to be excepted.

b. Simultaneous-Calls

Add/Edit Exceptions


Exception Type

Access Id

Service

Office


Value

Expiration Date 

Comments


Value: Upper Threshold of simultaneous calls per day & Access-ID; Based on US dollars.

c. Usage-Patterns

Add/Edit Exceptions	
Exception Type	Usage-Patterns ▼
Access Id	<input type="text"/>
Service	-- Select a Service --
Office	-- Select an Office -- ▼
Value	<input type="text"/>
Expiration Date	<input type="text"/> 
Comments	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Insert"/>	

Value: Upper Threshold of total Termination Cost value per day & Access-ID; Based on US dollars.

d. Blocked-Destinations

Add/Edit Exceptions	
Exception Type	Blocked-Destinations ▼
Access Id	<input type="text"/>
Service	-- Select a Service --
Office	-- Select an Office -- ▼
Expiration Date	<input type="text"/> 
Exception Country	-- Select an Exception Country -- ▼
Route Type	ALL ▼
NCF	<input type="text"/>
Comments	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Insert"/>	

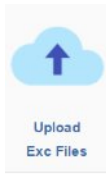
Exception-Country: Country destination Criteria for Blocked-Destinations Type.

Route-Type: Route destination Criteria for Blocked-Destinations Type.

NCF: Number of NCF if Applies.

After put all information click on button insert to submit.

4. Upload exception files by batch for each method



menu-> click upload exc files

The file must be a CSV file with only one list of access_id without titles.

Add/Edit Exceptions Next >

Exception Type:

Service:

Office:

Expiration Date:

Exception Country:

Route Type:

NCF:

Comments:

Exception File: No file chosen

Online Help

The file must be a CSV file with only one list of access_id, without titles.

For example:

```
123456789
987654321
123498765
NAVIS_MIA01
```

5. Monitor uploaded exception files



menu-> click Exc Files Monitor

Upload Id		Filename	Office	Start Time	Current Step	User Id	Process Statistics			Process Timing		
	UPL0000018	upload_CA_1010_Blocked.csv	CA	27-JUL-2015 14:29	Process published	Martin.Vallejo@Convergia.Net	✓	Accepted:	3	⌚	Initial Parsing:	0 sec
							⚠	Errors:	2	⌚	Validation:	0 sec
							📄	Inserted:	5	⌚	Publishing:	0 sec
							🚩	Published:	3			
							⚠	Errors Post:	0			

6. Change your password



Administration



Change Password

Menu-->click Administration -->click change password

put your new password twice, click on button change to apply.

Change Password

Password

Confirm Password